AVS

Accessible Voting Solution

RFP - Appendix A

Question and Answer Table

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State of Maine
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Appendix A – Question and Answer Table	
1	***AVS Hardware, Software, Infrastructure Requirements (Included in the Proposed AVS)*** *Describe all hardware, software, infrastructure or other components, that are included in the Vendor's firm fixed-price proposal for the AVS. Please provide both a textual representation and a graphical depiction of the AVS. Please also provide all product literature related to any of the proposed hardware systems, software systems, and other proposed applications.* **Vendor Response:**
2	***AVS Hardware, Software, Infrastructure Requirements (Not Included in the Proposed AVS)*** *Describe all hardware, software, infrastructure or other components, that are not included in the Vendor's firm fixed-price proposal for the AVS, but are required for full operational utilization (i.e. voting booth, telephone connectivity, power source, etc). Please provide both a textual representation and a graphical depiction of these items. For each item, include a description of the quantity required, and where the item(s) can be purchased (if there is only one known source so state).* **Vendor Response:**
3	***AVS Hardware, Software, Infrastructure Requirements (Consumables)*** *Describe all consumables (e.g. VVPAT tape, audit tape, ink cartridges, etc.) required for full utilization of the AVS. For each consumable, include a description of the quantity provided with the AVS for the firm fixed-price proposal, the usage and depletion rates, shelf life, and where replacements can be purchased (if there is only one known source so state).* **Vendor Response:**
4	***Compliance with federal law - PL 107-252, the Help America Vote Act of 2002 (HAVA):*** *Does the AVS meet or exceed the requirements of HAVA, specifically Section 301 entitled "Voting Systems Standards"? These standards include but are not limited to:* ▪ *Manual audit capacity* ▪ *Accessibility for individuals with disabilities* ▪ *Alternative language accessibility* ▪ *Error rates* □ *Yes, the AVS meets or exceeds the requirements of HAVA.* □ *No. Explain deficiencies below.* **Vendor Response:**
5	***Compliance with State election law - Title 21-A (Maine Law on Elections):*** *Does the AVS meet or exceed the requirements of Title 21-A, Chapter 9, Conduct of Elections, (http://janus.state.me.us/legis/statutes/21-A/title21-Ach9sec0.html) including but not limited to the following sections:* ▪ *Subchapter I, Pre-election Procedure (Sections 601, 603, 604, and 629)* ▪ *Subchapter II, Election Procedure (Sections 673, 691, 692, 693 and 696)* ▪ *Subchapter III, Post Election Procedure (Section 737-A)* ▪ *Subchapter VI, Voting Devices (Sections 809-A, 812, 812-A, 817-A, and 825)* □ *Yes, the AVS meets or exceeds the requirements of Title 21-A.* □ *No. Explain deficiencies below.* **Vendor Response:**

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6	***Accessibility/Usability (Alternative Language Accessibility)*** *Describe how the AVS has the capability to provide all information, excluding the names of the candidates, that would otherwise be provided by the voting system in English (whether written or oral) in the language(s) for which various jurisdictions are required to provide voting materials pursuant to section 203 of the Voting Rights Act of 1965 (VRA) and HAVA. (Although Maine is not currently subject to the Alternative Language Accessibility requirements of the VRA and HAVA, the AVS should be capable of alternative language accessibility in the event that this is a requirement for Maine in the future.) Include in the response which languages can be supported and how that feature would be programmed by election officials and accessed by voters?* **Vendor Response:**
7	***Accessibility/Usability (General Overview)*** *Please provide a general overview of how the AVS is accessible for individuals with the full range of disabilities, including nonvisual accessibility for the blind and visually impaired, in a manner that provides the same opportunity for access and participation (including privacy and independence) as for other voters. Please include but do not limit the answer to the following steps in the voting process:* ▪ *system instructions* ▪ *initial review of ballot* ▪ *candidate selection* ▪ *review of all selections made* ▪ *correcting errors* ▪ *casting the vote* ▪ *identifying and replacing a spoiled ballot* ▪ *how the AVS addresses overvotes and undervotes* ▪ *if applicable, how the voter gets the paper ballot from the AVS to the ballot box or scanner privately and independently* **Vendor Response:**
8	***Accessibility/Usability (Voting booth attributes)*** *Does the AVS include a voting booth or voting station? If not, does the vendor recommend the use of a particular voting booth or voting station? Describe the physical attributes of the included or recommended voting booth or station, including at a minimum reference to the following:* ▪ *Its dimensions, weight and stability* ▪ *Its adjustability* ▪ *Whether it is equipped with lighting and if there are additional power requirements* ▪ *Its capacity for posting or attaching instructional materials for the voters* ▪ *Its effectiveness at screening the voter's selections from observation by others* **Vendor Response:**
9	***Accessibility/Usability (Physical access to the AVS)*** *Describe how the AVS, including the provided or recommended voting booth or station, if any, allows the device to be accessed by a voter in a wheelchair or a voter who would prefer to vote sitting down, including at a minimum reference to the following:* ▪ *ability to adjust the height of the unit and ensure that the screen (if applicable) is at eye level* ▪ *ability to adjust the angle of the unit and/or the screen (if applicable)*

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	▪ *removability/portability of the voting unit and/or control device* **Vendor Response:**
10	***Accessibility/Usability (Instructional Materials / Demonstration)*** *Describe the level of instruction or demonstration that is needed to orient a voter who is unfamiliar with the AVS and allow them to start voting independently. Describe how the voter is prompted when not using the AVS correctly. Specifically address how the AVS prompt will be accessible for voters with the full range of disabilities, or describe how the AVS will use different types of notifications/prompts to fit various peoples' needs?* **Vendor Response:**
11	***Accessibility/Usability (Instructional Materials / Demonstration)*** *Describe the Vendor's demonstration systems and/or voter instructional materials for the AVS. Describe the Vendor's capabilities/plan for delivery of demonstration/instructional materials for voters, and whether this material is available for municipal election officials to incorporate into their polling place materials during the contract period.* **Vendor Response:**
12	***Accessibility/Usability (Instruction)*** *Describe how the AVS includes concise, easy to follow on-screen and/or audio instructions for use by the voter. Discuss how the instructions will assure that individuals with cognitive disabilities are able to understand the instructions and successfully use the AVS.* **Vendor Response:**
13	***Accessibility/Usability (Sample ballots)*** *Describe how the AVS will produce a sample ballot (for each ballot style) that is presented (in printed or audio formats, as applicable) substantially the same as the official ballot, except that the words "Sample Ballot" are printed or described at the beginning of the ballot. Describe how the AVS will provide sample ballot information for posting on a website and/or for reproduction and distribution.* **Vendor Response:**
14	***Accessibility/Usability (Ballot Presentation)*** *Describe how the AVS presents or displays the ballot to the voter in a manner that is easy to read, intuitive and follows a logical progression.* **Vendor Response:**
15	***Accessibility/Usability (Ballot Presentation)*** *Describe how the AVS will meet the following ballot presentation criteria. In addition to the following listed items, describe all options of the AVS for ballot presentation:* ▪ *the ballot must begin with election information (e.g. the date and type of election, the name of the political party (primary only), the name of the State, and the municipality and voting district or districts for that ballot style, etc.)* ▪ *instructions at the beginning of the ballot, informing the voter how to designate the voter's*

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	choices on the ballot ▪ *candidates listed or displayed alphabetically by last name under the proper office title along with the place of residence of the candidate;* ▪ *for visual display or printed ballots, the initial letters of the last names of the candidates must be listed directly beneath each other in a vertical line* ▪ *the names of candidates for any one office may not be split into more than one column regardless of number* ▪ *for the general election ballot, the party or political designations must be listed or displayed with each candidate's name* ▪ *at the end of the list of candidates for each office, there must be as many blank spaces (for write-in candidates) as there are offices to be filled* ▪ *words of explanation such as "Vote for one" or "Vote for not more than 2" must be provided to assist the voter in voting correctly* ▪ *the name of the candidates must be listed with the last name first, followed by the first name and middle name or initial, or last name first, followed by the first name or initial and the middle name* ▪ *the offices presented in the order defined by law* ▪ *the full text of ballot questions* **Vendor Response:**
16	***Accessibility/Usability (Write-In)*** *Describe how the AVS permits a voter to cast a vote for a person whose name does not appear on the ballot (a write-in candidate), including:* ▪ *how the voter records the name and municipality of residence of the candidate in the write-in space provided for each office* ▪ *how the voter reviews and edits the input* ▪ *how the voter confirms the final result* ▪ *how the voter is able to record and select as many write-in votes as the number of candidates the voter is entitled to select for each office* **Vendor Response:**
17	***Accessibility/Usability (Vote Verification)*** *Describe how the AVS permits the voter to review and verify (in a private and independent manner) the votes selected by the voter on the ballot before the ballot is cast and counted. If there are multiple methods of verification (e.g. audio or printed), please describe.* **Vendor Response:**
18	***Accessibility/Usability (Vote Verification - VVPAT)*** *If the AVS incorporates the use of a voter verifiable paper audit trail (VVPAT), describe the accessibility features the VVPAT incorporates (e.g. adjustable lighting, magnification, Braille, etc.).* **Vendor Response:**
19	***Accessibility/Usability (Vote Correction)*** *Describe how the AVS provides the voter with the opportunity (in a private and independent manner) to change the ballot or correct any error before the ballot is cast and counted. Are voters allowed to*

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	change selections until satisfied with their choices? **Vendor Response:**
20	***Accessibility/Usability (Vote Correction)*** *Does the AVS allow the voter to clear all choices and start over? If the AVS allows or requires an election official to perform this procedure (re-setting the ballot) either remotely or at the machine, describe how the AVS permits this activity while protecting the secrecy of the voter's ballot.* **Vendor Response:**
21	***Accessibility/Usability (Overvotes)*** *If the voter makes more selections than permitted for any office or ballot question (overvotes), how does the AVS notify the voter of the overvote; notify the voter before the ballot is cast and counted of the effect of the overvote; and provide the voter with the opportunity to correct the ballot before the ballot is cast and counted? If the voter is able to mark an overvote (the AVS does not prevent it), describe how the AVS prevents the vote from being counted for that office or question, and how does the AVS record that for audit purposes?* **Vendor Response:**
22	***Accessibility/Usability (Undervotes)*** *If the voter makes fewer selections than permitted for any office or ballot question (undervotes), describe how the AVS notifies the voter of the undervote and provides the voter with the opportunity to correct the ballot before the ballot is cast and counted.* **Vendor Response:**
23	***Accessibility/Usability (Casting the Ballot)*** *Describe how the AVS enables the voter to "cast" the ballot, including reference to how the AVS:* ▪ *provides voters with a summary of their choices at the end of the ballot and prompts voters to confirm their choices prior to casting the ballots* ▪ *provides a clear, identifiable action that the voter must take to cast the ballot* ▪ *minimizes the risk of a voter casting a ballot accidentally, while allowing the voter to cast the ballot easily when the voter intends to do so* ▪ *confirms to the voter that the action has occurred, and that the voter has completed voting* ▪ *prevents the voter from modifying a cast ballot or voting/casting another ballot* **Vendor Response:**
24	***Accessibility/Usability (Voter Response Time)*** *Does the AVS require a response by a voter in a specific period of time at any time during the voting process? If so, does the AVS alert the voter before this time period has expired and allow the voter additional time to indicate that more time is needed? Please describe.* **Vendor Response:**
25	***Accessibility/Usability (System Throughput)*** *Describe the AVS system throughput. If times differ based on voter options (i.e. use of audio vs. visual*

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	features, and different speeds of audio playback), explain. Include specific reference to the following: ▪ *time required to mark a ballot with ten (10) offices* ▪ *time required to mark a ballot with one (1) question containing seventy (70) words* ▪ *time required to mark a ballot with one (1) question containing one hundred fifty (150) words* ▪ *time required to mark a write-in vote, including the input of the candidate's name and municipality of residence* ▪ *any limits on the time a voter has to execute the vote* ▪ *an estimate of the time it would take for persons with the full range of disabilities to listen to and understand the system's instructions* **Vendor Response:**
26	***Accessibility/Usability (Notification of System Malfunction/Failure)*** *Discuss how the AVS will notify voters when it is malfunctioning and how the voter will know if the AVS has failed.* **Vendor Response:**
27	***Accessibility/Usability (Secrecy of Paper Ballot)*** *If the AVS employs a marking unit, or creates some type of paper ballot, describe how the solution will preserve the secrecy and security for voters whose disabilities prevent the voters from taking the ballot from the device that produces it to a paper ballot box or optical scan tabulator.* **Vendor Response:**
28	***Accessibility/Usability (Omni-Directional Ballot Feed)*** *If the AVS includes a ballot marking device, does it allow omni-directional feed of the ballot?* **Vendor Response:**
29	***Accessibility/Usability (Cognitive)*** *Describe the features through which, and the extent to which, the AVS is accessible by individuals with cognitive disabilities.* **Vendor Response:**
30	***Accessibility/Usability (Visual Features)*** *Describe any visual features of the AVS, if applicable, that facilitate use by people with visual impairments. Include reference to the following:* ▪ *magnification of the ballot and instructions* ▪ *font type and size range* ▪ *contrast and brightness (include contrast ratio)* ▪ *color ranges* **Vendor Response:**
31	***Accessibility/Usability (Adjustability of Visual Features)*** *If any of the visual features, noted in the Vendor's response above, are adjustable, describe the extent to which they are adjustable, how adjustments are made, and who can make them (i.e. election*

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	official, voter). If adjustments to visual features are made by a voter, or by an election official on behalf of a voter, do the visual features auto reset to a default for subsequent voters? Can the election official set those defaults and how? **Vendor Response:**
32	***Accessibility/Usability (Audio)*** *Describe how the AVS provides audio information and stimulus that communicates to the voter the complete content of the ballot and provides instruction to the voter in the operation of the AVS?* **Vendor Response:**
33	***Accessibility/Usability (Audio)*** *Does the AVS include headphones? If so, describe the headphones, including any features that facilitate hygienic use of the headphones by multiple voters.* **Vendor Response:**
34	***Accessibility/Usability (Audio)*** *Does the AVS provide the audio signal through an industry standard connector using a 1/8 inch stereo headphone jack to allow individual voters to supply personal headsets?* **Vendor Response:**
35	***Accessibility/Usability (Audio)*** *Describe how the AVS allows the ballot to be recorded by a human voice and/or by a synthesized voice. Can the AVS be programmed to offer both synthesized and human voice, selectable at voter option?* **Vendor Response:**
36	***Accessibility/Usability (Audio)*** *Describe how the AVS allows the control of speech, speed and volume during playback, including level of adjustments and decibel ranges.* **Vendor Response:**
37	***Accessibility/Usability (Audio)*** *If the speech, speed and volume are adjustable, where are controls located (i.e. on headphones, on voting component) and do they auto reset to a default for each voter?* **Vendor Response:**
38	***Accessibility/Usability (Audio)*** *Describe the audio capabilities of the AVS including the voter's ability to initiate rereading of the ballot or sections of the ballot, rereading instructions or portions of the instructions, and the ability of the voter to skip, fast forward or rewind any portion of the audio.* **Vendor Response:**

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39	***Accessibility/Usability (Audio)*** *Does the AVS provide, in conformance with FCC Part 68, a wireless coupling for assistive devices used by people with hearing impairments when a system utilizes a telephone style handset to provide audio information?* **Vendor Response:**
40	***Accessibility/Usability (Audio)*** *Does the AVS, if applicable, conform to the standards set forth in ANSI C63.19-2001 Category 4 to avoid electromagnetic interference with assistive hearing devices?* **Vendor Response:**
41	***Accessibility/Usability (Audio and Visual Cues)*** *For an AVS that provides audio cues as a method to alert the voter about a certain condition, such as the occurrence of an error, or a confirmation, is the tone accompanied by a visual cue for users who cannot hear the audio prompt?* **Vendor Response:**
42	***Accessibility/Usability (Audio and Visual Verifications)*** *Describe how the AVS provides verification of vote selections as the voter moves through the ballot. Include all uses of audio and visual methods.* **Vendor Response:**
43	***Accessibility/Usability (Use of Audio and Visual Features)*** *For an AVS that has both audio and visual features, describe if the AVS allows the following selections and who is able to make the selections (the voter or the election official):* ▪ *Use both audio and visual features simultaneously* ▪ *Use audio features only (visual display is covered or masked)* ▪ *Use visual features only* **Vendor Response:**
44	***Accessibility/Usability (Selection Controls)*** *Describe the size, shape, design and location of the AVS selection controls, both on-screen (if applicable) and other locations. Are all controls clearly labeled?* **Vendor Response:**
45	***Accessibility/Usability (Selection Controls)*** *Are the selection controls linked to the audio functions and marked with Braille and/or shapes to indicate direction? Please describe.* **Vendor Response:**
46	***Accessibility/Usability (Selection Controls)***

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	Are the selection controls easily pushed? Will the system record votes if selection controls are pushed with a prosthetic or assistive device? Will there be devices on the floor for voters with a disability who cannot use their hands to flip switches, etc? **Vendor Response:**
47	***Accessibility/Usability (Selection Controls)*** *Describe how the selection controls facilitate easy navigation through the audio and/or visual ballot, both forward and backward; and how the controls allow easy selection of review options, and easy selection of votes.* **Vendor Response:**
48	***Accessibility/Usability (Selection Controls)*** *If the AVS uses color-coded indicators on a display screen or on hand controls, does the AVS also use other means besides color coding to convey information or distinguish visual elements to accommodate individuals with color-blindness? Please describe.* **Vendor Response:**
49	***Accessibility/Usability (Selection Controls)*** *Describe whether features accessed through a cursor or touch screen also are accessible by keystroke or alternative, mechanically operated selection features, and describe whether the alternative selection features have the following characteristics:* ▪ *Tactilely discernible, with large enough keys* ▪ *Operable with one hand* ▪ *Require less than 5 lbs of force to operate* ▪ *Have no key repeat functions* **Vendor Response:**
50	***Accessibility/Usability (Upper Mobility)*** *Describe the extent to which the AVS is usable by individuals with upper mobility impairments. Does the AVS accommodate voters unable to physically indicate a voting choice by using a pointer, a sip and puff, or other device or method?* **Vendor Response:**
51	***Accessibility/Usability (Upper Mobility)*** *Does the AVS offer the possibility for voters to connect a voter-supplied accessibility device such as sip and puff technology or other mobile control devices used by individuals with upper mobility impairments? Please discuss.* **Vendor Response:**
52	***Accessibility/Usability (New Assistive Technologies)*** *Discuss whether the AVS is compatible with new accessibility technologies and whether the AVS requires voters with disabilities to bring their own assistive technology to the polling place.*

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	Vendor Response:
53	***Accessibility/Usability*** *If the AVS provides additional accessibility features that were not covered in the questions above, please describe.* **Vendor Response:**
54	***Election Management (Support)*** *Provide a general description of your approach to providing administrative support for elections.* **Vendor Response:**
55	***Election Management (Configuration of Elections)*** *Describe how the AVS will be programmed for state, federal and municipal elections. What is the hardware and software used for this programming? Who can perform this programming (i.e. will have the required hardware and software)? If the Department or municipalities will have that ability, but wish to seek third party assistance, can the required hardware/software be transferred to a third party? Will the Department and municipalities be self sufficient in its use or is Vendor involvement required?* **Vendor Response:**
56	***Election Management (Configuration of Elections)*** *If Vendor involvement is required for programming, describe the extent of that involvement and how that service will be provided as a part of the contract? Include all requirements and timelines. Define what is covered/excluded under the fixed price stated in the cost proposal.* **Vendor Response:**
57	***Election Management (Configuration of Elections)*** *How does the system create and produce audio ballots in English, and other languages as the State may require, that will meet the reasonable needs of visually impaired voters?* **Vendor Response:**
58	***Election Management (Configuration of Elections)*** *How is district, office and candidate information entered into the AVS? Describe whether the AVS can interface with the Department's Election Management Database (Oracle Database 10g Enterprise Edition Release 10.1.0.3.0) to leverage existing office, district and candidate information and their interrelationships, and if that interface can be efficiently reused. Once the information is entered or imported into the AVS, can that information be edited and/or reused for subsequent elections?* **Vendor Response:**
59	***Election Management (Configuration of Elections)*** *Describe how the AVS will allow a mechanism for the definition of the ballot, including the definition of the number of allowable choices for each office and contest, and for special voting options such as write-in candidates.*

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	Vendor Response:
60	***Election Management (Configuration of Elections)*** *Describe the process and the average time to program a single ballot with 6 candidate contests, 2 referendum questions of 150 words each, and allowing write-ins. Describe the process and average time to program 2000 ballots, with similar complexity but different specifics.* **Vendor Response:**
61	***Election Management (Configuration of Elections)*** *Does the AVS allow ranked order balloting? If not, can the AVS be modified to do so?* **Vendor Response:**
62	***Election Management (Configuration of Elections)*** *Describe the steps necessary to configure each voting unit prior to each election during which it is used. Describe whether it is necessary to have the devices taken to a central location for programming, or if the programming can be transported via memory device or through some other means.* **Vendor Response:**
63	***Election Management (Configuration of Elections)*** *Describe how many different elections (e.g. State party primaries, State referendum, municipal, etc.) and ballot styles can be programmed, stored and accessed on each device for a single Election Day.* **Vendor Response:**
64	***Election Management (Accessing the Interfaces)*** *Can AVS device interfaces and power connections be accessed through the storage case to reconfigure them for the next election? If so, what are the interfaces (e.g. USB, Ethernet, etc.)?* **Vendor Response:**
65	***Election Management (Emergency Ballot Correction)*** *If there is a candidate death, withdrawal, replacement or an error in configuring a ballot, how does the AVS permit the secure correction of the affected ballot styles? Describe who can perform that correction, the available methods of correction and estimate how quickly the applicable ballot formats (i.e. video, audio) and the accompanying tabulation programs could be amended and provided to the Department and/or the appropriate municipalities.* **Vendor Response:**
66	***Election Management (Instructions)*** *Describe the extent to which the AVS voting instructions (visual and/or audio) can be customized by the Department and/or by a municipality and the process required to do so.* **Vendor Response:**

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67	***Election Management (Overview and Workflow)*** *Provide a general overview of the opening and closing procedures that local election officials will be required to follow to ensure the successful operation of the AVS, including reference to the following:* ▪ *a detailed diagram of the workflow for using the AVS in the conduct of an election* ▪ *the distinct tasks and the personnel, the equipment, the space, and the time required for those tasks* **Vendor Response:**
68	***Election Management (Physical Attributes)*** *Describe the physical attributes of the AVS, including each separate component of the device and/or voting booth, if applicable, (e.g. the dimensions, weight, etc.). Describe any features or components (e.g. a carrying case with wheels) that allow the AVS to be easily managed by election officials.* **Vendor Response:**
69	***Election Management (Physical Attributes)*** *Describe how all polling place components of the AVS are easily transported through standard-sized doorways into polling places and stored in various sized locations (e.g. closets) between elections.* **Vendor Response:**
70	***Election Management (Pre-election Preparation)*** *How long does an election official need to charge the battery to obtain a full charge and what is the maximum length of time, prior to an election, that the battery can be charged and still maintain its optimum effectiveness?* **Vendor Response:**
71	***Election Management (Polling Place Set-up)*** *Describe how the election officials will set up the AVS, including reference to the following:* ▪ *instructions for set-up that are easy to read and understand* ▪ *removable parts and assembly* ▪ *arrangement of the system components at the polls so that no hazards are created for election officials or voters* ▪ *number of electrical outlets that will be needed to power a unit, whether extension cords may be safely used, and whether a surge protector is needed* **Vendor Response:**
72	***Election Management (Set-up Activation)*** *Describe how the election officials will activate the AVS for use at the start of the day and the steps required for the election officials to verify a zero start for the AVS. Describe how the election officials will know that an AVS is not working properly (at set-up) and the steps the election officials will take to correct any malfunctions before voting begins.* **Vendor Response:**
73	***Election Management (Voter Activation)***

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	Describe how an election official activates the AVS for each voter (e.g. through remote activation, direct activation, or by providing the voter with an activation device such as a smart card, access code, activation cartridge, etc.). **Vendor Response:**
74	***Election Management (Authorizing the correct ballots)*** *Describe how the AVS allows an election official to provide each voter with the correct ballot or ballots for which the voter is entitled to vote, and explain:* ▪ *How it allows an enrolled voter to vote for the nomination of candidates in that voter's party and prevents that voter from voting for the nomination of candidates for any other party at a primary election* ▪ *How Unenrolled voters, who may be eligible to vote in a referendum election occurring at the same time as a primary election, are prevented from voting for any candidates in a primary election* ▪ *How voters in municipalities with multiple voting districts are prevented from voting in the wrong districts* ▪ *How it permits a voter to vote once and only once for each candidate and question for which the voter is entitled to vote* **Vendor Response:**
75	***Election Management (Voter Activation)*** *Describe whether a voter, who has started to vote a ballot, can choose not to cast the ballot and how an election official can confirm that the voter has withdrawn the ballot without casting (i.e. in the event that a voter discovers they were provided the incorrect ballot).* **Vendor Response:**
76	***Election Management (Challenged Ballots)*** *Maine election law, Title 21-A §673 and §696.1, has a unique requirement for provisional voting, called a challenged ballot. All challenged ballots are cast by the voters and must be counted in the initial tabulation on Election Day. Each challenged ballot must be identified with a unique number that allows for its retrieval, in the event that an individual challenged voter is determined not to be qualified and that voter's ballot(s) must be removed from the final tabulation.* *Describe how the AVS will support this requirement.* **Vendor Response:**
77	***Election Management (Monitoring)*** *Describe how the election officials will monitor the AVS during Election Day and how they will know that an AVS has malfunctioned. Describe the steps the election officials must take to correct any malfunctions.* **Vendor Response:**
78	***Election Management (VVPAT)*** *If there is a voter verifiable paper option (VVPAT), what are the election officials' duties with regard to*

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	its set-up, activation and monitoring? Please describe. **Vendor Response:**
79	***Election Management (Access/Replacement of Consumables)*** *Describe how an election official accesses and replaces each of the following components / consumables, including the time needed to complete the replacement:* ▪ *the battery* ▪ *the ink cartridge* ▪ *paper or other receipt tapes* ▪ *any other consumables* **Vendor Response:**
80	***Election Management (Closing the Polls)*** *Describe the protocol for closing the polls and counting the ballots, including reference to the following:* ▪ *time frame to tabulate votes and print the results and other election reports* ▪ *machinery need to tabulate votes* ▪ *download of results from programmable memory device for final tally of votes* ▪ *shutting down the system, and preparing it for return to storage* **Vendor Response:**
81	***Election Management (Counting Write-In Votes)*** *Describe how the AVS records and reports Write-In Votes so that election officials can determine if the votes are valid for counting in compliance with State law.* **Vendor Response:**
82	***Election Management (Software Upgrades)*** *How will upgrades and patches (including all certified hardware and software patches to repair defects) be managed and introduced to any equipment or components of the AVS in a manner that will ensure ease of implementation by election administrators and consistency of implementation across the State?* **Vendor Response:**
83	***Solution Architecture/Configuration*** *Please identify any COTS hardware and software in the AVS. With reference to the COTS-related resolutions of the Election Assistance Commission's Technical Guidelines Development Committee, please explain how the Vendor would address conflicts with these guidelines. Alternately, explain why these guidelines would not be applicable to the voting system being proposed.* **Vendor Response:**
84	***Solution Architecture/Configuration*** *Provide a description of the technical architecture of the AVS and include specific reference to the following items or note if they are not applicable:* ▪ *Is any or all of the proposed software based upon an n-tiered architecture?*

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	▪ *Does any part of the AVS require software that needs to be installed on the voting unit? If yes, describe the software that must be installed and what access authorization level is required to install it.* ▪ *Are there any components of the AVS that must reside on another platform?* ▪ *What application servers are used to support the AVS?* ▪ *What add-on or third-party software is required to support the functionality desired by the State?* ▪ *What programming languages are used for development, configuration, customization, or election setup of the AVS?* ▪ *What components of the software are proprietary?* ▪ *Describe the use of all open source software for the AVS.* ▪ *What is the growth potential of the proposed system?* ▪ *What is the timeframe for technical obsolescence of the proposed software? (For the purpose of this question, the version of the proposed software would be considered obsolete when support is no longer available.)* ▪ *What type of staffing is typically required to support the proposed product for a client of the size and complexity of the State? (Discuss both number of staff and skills required.)* ▪ *Provide a list of and describe the APIs exposed by any aspect of the AVS for external application use and the technologies supported (DCOM, J2EE, etc.).* **Vendor Response:**
85	***Software Documentation Review*** *Describe the extent to which the Vendor will permit the State to inspect software source and object code, technical architecture design, and detail design documentation.* **Vendor Response:**
86	***Software Documentation Review*** *Describe the extent to which the vendor is willing to provide the State with the following software documentation:* ▪ *software source and object code, including modifications, updates, builds, releases and documentation* ▪ *technical architecture design, analysis, detail design, testing and an installation and configuration guide* ▪ *user manual describing how a user can utilize all the functions within the software* ▪ *operations manual describing how a State data center can maintain and operate the software* *Please also identify whether documentation will be inventoried and configured in such a way as to allow the State to utilize the materials without vendor support and whether documentation includes instructions for converting the source code into object code that is organized and configured to produce executable software.* **Vendor Response:**
87	***Certifications and Testing*** *A. Specify whether all or part of the equipment and software proposed for the AVS is:* *1. Qualified by an independent testing authority (ITA) according to the 1990 FEC Voting System Standards; (specify which part or parts of the AVS were omitted from such qualification, if any);*

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	and submit a copy of the qualification certificate issued by the NASED or EAC approved ITA; 2. *Qualified by an independent testing authority (ITA) according to the 2002 FEC Voting System Standards; (specify which part or parts of the AVS were omitted from such qualification, if any); and submit a copy of the qualification certificate issued by the NASED or EAC approved ITA. The 2002 Voting Systems Standards are identified in the following website: http://www.eac.gov/election_resources/vss.html;* 3. *Currently pending ITA qualification - provided the system has successfully completed the source code review portion of the testing. If so, submit documentation from a NASED or EAC approved ITA that the system is pending qualification and that the source code review portion of the testing is complete and satisfactory; or* 4. *Not subject to such testing requirement. If so, please explain.* **Vendor Response:** B. *For any certification that is completed or pending, provide a signed authorization directing the ITA that performed or is currently performing the qualification testing to:* 1. *Submit the results of its testing directly to the procurement officer;* 2. *Allow the procurement officer or designee full access to all test records and data; and* 3. *Identify the software version in NIST's Software Library.* **Vendor Response:** C. *For each of the following standards, if no final certification from an ITA is available, detail the steps taken to achieve such certification, as well as the anticipated certification date, with evidence in support thereof:* 1. *the 2002 FEC Voting System Standards;* 2. *the EAC's 2005 Voluntary Voting System Guidelines, which are found at the following website http://www.eac.gov.* **Vendor Response:** D. *Vendors are encouraged to submit an appendix to this section containing complete results of ITA qualification (or equivalent) testing of the proposed voting system. The State is particularly interested in independent comments concerning the following design and coding conventions of the software:* 1. *Readability (Is the code design straightforward and apparent?)* 2. *Understandability (How complicated is the code to implement?)* 3. *Modularity (How well was the code divided into logical, functional units?)* 4. *Robustness (How well does the code handle error conditions or unexpected inputs?)* 5. *Security (How well does the code protect the integrity of data?)* 6. *Maintainability (How easy would it be to extend, fix or modify this code?)* 7. *Consistency (Was the design of the code coherent throughout?)* 8. *Documentation (Does the code contain useful and frequent comments?)* 9. *Usability (Does the code inform the user about progress or errors?)* 10. *Flow control (Are control constructs and entry/exit points logical and controlled?)* **Vendor Response:**
88	***Compatibility with Current Optical Scan Voting Systems***

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	The current voting system environment in Maine includes the following optical scan precinct tabulating systems: Diebold Accu-Vote ES 2000 (Version 1.94W); ES&S M100 (Version 4.7.6); Optech 3P (Version 2.05) and 3P Eagle (Version 1.30). Describe: ▪ *the extent to which the AVS can be integrated with each of the above-listed optical scan tabulating systems and the applicable Election Management Software for those systems* ▪ *if applicable, the extent to which the "paper ballot" produced or marked by the AVS is compatible with, and can be counted by, each of the optical scan voting systems* ▪ *the compatibility of the "paper ballot" with other available optical scanners* ▪ *if the proposed system uses a stand-alone printer* ▪ *the steps needed, if any, to achieve ITA certification for optical scanners or other equipment recommended in the proposed solution* **Vendor Response:**
89	***Audit (Each Ballot)*** *Describe how and when the AVS produces a permanent paper record with a manual audit capacity from the system. Does the AVS produce a detailed paper record of each ballot image used at an election?* **Vendor Response:**
90	***Audit (Recounts)*** *Describe how the AVS provides the State or municipal officials with the ability to conduct a recount, including a description of the information provided and how that information is presented for a manual review of election results.* **Vendor Response:**
91	***Audit (Vote Totals)*** *Does the AVS produce an audit log in a permanent paper record containing ballot tabulation, vote totals, and vote totals accumulation? Please describe and at a minimum include reference to the following in your response:* ▪ *identification of the election(s)* ▪ *number of voters by precinct and ballot style who have used the system in any election* ▪ *tabulation/summary of all ballots and vote totals cast in any election* ▪ *printout of results containing offices, candidates and issues in alpha-numeric format next to the vote totals* **Vendor Response:**
92	***Audit (Memory Device)*** *Describe whether the AVS employs a reusable, removable and interchangeable memory device capable of storing election results for multiple precincts, districts and ballot styles.* **Vendor Response:**
93	***Audit (System Configuration and Activities)*** *Does the AVS produce an audit log, in a permanent paper record, containing the information necessary to audit all system configuration and operational activities? Please describe and at a*

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	minimum include reference to the following in your response: ▪ *activation and deactivation date and times* ▪ *identification of each unit by serial number or other unique identifier* ▪ *identification of the program and version being run* ▪ *identification of the election file being used (if applicable)* ▪ *record of all options entered by the operator* ▪ *record of all tabulation and accumulation activities* ▪ *record of all actions* **Vendor Response:**
94	***Audit & Security (Sequence of Audit Log)*** *Does the AVS contain an internal clock for recording dates and times of all activities? Does the AVS produce an audit log that is created and maintained by the system in the sequence in which each operation is performed? Please describe.* **Vendor Response:**
95	***Audit & Security (Extraction of Audit Data)*** *Does the AVS allow for extraction of all audit data from memory devices? Please describe.* **Vendor Response:**
96	***Audit (Voter Verifiable Paper Audit Trail - VVPAT)*** *Does the AVS incorporate use of a voter verifiable paper audit trail (VVPAT)? If so, describe:* ▪ *how each voter's record is presented for the voter's review* ▪ *when each voter's record is presented* ▪ *how a voter is permitted to spoil a ballot* ▪ *how the VVPAT is handled when a ballot is spoiled (to ensure the ballot is not cast and tabulated)* **Vendor Response:**
97	***Audit & Security (Quality of Paper Records)*** *For any paper records (i.e. marked ballot, printed ballot, internal audit reports, or VVPAT) describe the paper output of the AVS with respect to the following:* ▪ *Minimum length of time record will be useable for manual recounting* o *degradation due to environmental factors such as temperature and humidity, human handling and record stability over time* o *selection of paper type and marking type to ensure that the record is available for manual recounting* ▪ *Ease of handling and readability by people conducting a recount. (i.e. Will the printed list of candidates be in the same order as printed on the official ballot?)* ▪ *Font options and the maximum size available on the printed record* **Vendor Response:**
98	***Security (Secrecy of Voter Records)*** *If the AVS retains any record (electronic or printed) of how a voter voted, describe how the system*

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	ensures that each voter's ballot is secret and that the voter cannot be identified by image, code, or other methods. **Vendor Response:**
99	***Security (Prevention of Unauthorized Access or Tampering)*** *Describe how the AVS prevents unauthorized access and/or attempted or actual tampering with the AVS by any individual (internal users or the general public), including reference to prevention of tampering:* ▪ *before, during and after an election* ▪ *while the device is in storage or transport* ▪ *from all locations, local and remote* **Vendor Response:**
100	***Security (Detection/Notification of Unauthorized Access or Tampering)*** *Describe how the State, municipal election official and/or voter will be notified of or otherwise be able to detect an attempted or actual tampering.* **Vendor Response:**
101	***Security (Tampering)*** *If wireless ports are available on the AVS, how are they secured? If standard ports are used, how are they secured? If secured, how are they accessed (e.g. physical key, solenoid lock, etc.)?* **Vendor Response:**
102	***Security (Access to Interfaces/Connections)*** *If device interfaces and power connections can be accessed through the storage case, how are they designed to be tamper-proof while in a storage configuration?* **Vendor Response:**
103	***Security (Updated Software/Security Patches)*** *Describe how upgrades and patches (including all certified hardware and software patches to repair defects) will be managed and introduced to any equipment or components of the AVS in a manner that will ensure that the integrity of the voting system is maintained.* **Vendor Response:**
104	***Security (Response to Security Reports)*** *How has the Vendor responded to recent reports on electronic voting equipment security and what changes have been made, or what changes does the Vendor anticipate being made, to any part of the AVS or process based on these recommendations?* **Vendor Response:**
105	***Security (Company)*** *Describe how the Vendor maintains security internally, at customer sites, manufacturing sites and*

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	programming sites. (Response must including reference to site security measures and vendor screening for potential security risks when hiring personnel who will be involved with this contract, or will have or had any involvement in the programming, design or manufacture of any components of the AVS.) **Vendor Response:**
106	***Security (System)*** *Provide a general description of any poll opening reports, security procedures and self-testing recommended or required for the AVS prior to operation, and whether the AVS will operate if any of these steps are not completed.* **Vendor Response:**
107	***Security (Component and Software Testing)*** *Is there software or hardware that could be run on each AVS device as it is pulled out of storage to ensure every component and interface is working properly and utilizes the same software as that approved by an ITA (if applicable) and filed in NIST's Software Library?* **Vendor Response:**
108	***Audit & Security (Pre-election Testing)*** *Describe how the AVS supports pre-election testing, and at a minimum include reference to the following:* ▪ *diagnostic testing of all the major components* ▪ *logic and accuracy testing, including tests in the memory of the main processor, the programmable memory device, etc.* ▪ *reports regarding the opening of the polls, including identification of each candidate and ballot question, verifying a zero start* ▪ *assurance that data will not be lost during the generation of reports* ▪ *assurance that functions cannot be initiated out of sequence* ▪ *how the programmable memory device, if applicable, is sealed into the AVS* ▪ *how the test data is purged from the system* **Vendor Response:**
109	***Security (System)*** *Describe whether the AVS prevents the printing of summary reports before the sequence of events required for the closing of the polls is completed.* **Vendor Response:**
110	***Security (System)*** *Are logic and accuracy test results from the AVS stored in the memory of the components of the AVS on which the test was conducted? Please describe.* **Vendor Response:**
111	***Security (System)***

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	If removable memory is utilized, describe how the AVS provides for tamper detection of any removable memory. **Vendor Response:**
112	***Security (System)*** *What, if any, encryption is employed at any point in the voting system? If encryption is used, describe how and where it is deployed within the voting system.* **Vendor Response:**
113	***Security (System)*** *Please describe any other system-wide security procedures and describe how all security provisions are compatible with administrative set up and operational use.* **Vendor Response:**
114	***Security (Power Back-up)*** *Describe the power back-up system for the AVS, with specific reference to the following:* ▪ *the power source requirements for the polling place components of the AVS* ▪ *whether the power back-up system is native to the AVS or incorporates a commercially available power back-up product* ▪ *the ability of the power back-up system to power all components, including illumination, audio and other tools for voters with disabilities, and the duration it will enable the AVS to remain fully functional* ▪ *the maintenance requirements of the power back-up, if any, and whether maintenance can be contracted out to a local company* ▪ *the ability of the power back-up system to remain in operation during power surges or other abnormal electrical occurrences* ▪ *the ability of the power back-up system to engage immediately with no loss of data in the event of a disruption of the electrical connection* ▪ *the ability of the power back-up system to preserve existing votes during replacement of the battery during an election* ▪ *documentation on the power back-up system and its maintenance while not in use for elections* **Vendor Response:**
115	***Security (Power Back-up)*** *In the event of a failure of the main power supply external to the voting system, if the power back-up system does not engage immediately without disruption, describe how the AVS:* ▪ *provides the capability for any voter who is voting at the time to complete the casting of the ballot* ▪ *allows for the graceful shutdown of the voting system without loss or degradation of the voting and audit data* ▪ *allows voters to resume voting once the voting system has reverted to back-up power* **Vendor Response:**
116	***Security (Telecommunications Failure)***

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	If the AVS relies on a telecommunications connection within the polling place or between the polling place and any other location, in the event of a failure of such a connection, describe how the AVS provides the capability for voters to continue casting ballots. **Vendor Response:**
117	***Security (System Backup)*** *Describe how, in the event of <u>any</u> AVS failure, the AVS will retain a record of all votes cast prior to the failure and describe how voting in progress at the time of failure will be handled.* **Vendor Response:**
118	***Security Plan (Risk Identification)*** *Define the Vendor's approach and the set of activities to identify risks and their mitigation related to the AVS configuration, especially with respect to the functionality, user experience and administrative support.* **Vendor Response:**
119	***Security Plan (Plan Development)*** *How will the Vendor develop a security plan document that includes enterprise policies and procedures, and an assessment of control policies for all aspects of the system as well as all user types?* **Vendor Response:**
120	***Security Plan (Ease of Audit)*** *How will the Vendor design and implement a security approach that will allow for ease of audit, to assure that neither intentional nor inadvertent deviations occur?* **Vendor Response:**
121	***Security Plan (Testing)*** *How will the Vendor work with the Department to refine the security requirements and perform a complete security test during and after implementation? Include a description of administrative, physical, technical and system controls to be implemented for the system in production and any required backup systems.* **Vendor Response:**
122	***Security Plan (Security Model Production)*** *How will the Vendor work with the Department to implement a system security model, assuring proper setup of election management roles and corresponding privileges in the proposed administrative security design?*

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	Vendor Response:
123	***Accuracy*** *Describe how the AVS accurately records, reports and produces a detailed record of each vote cast. If applicable, describe how the AVS accurately records all votes cast by the voter on a paper ballot.* **Vendor Response:**
124	***Accuracy*** *Describe how the AVS controls logic and data processing methods to detect errors and provide correction methods.* **Vendor Response:**
125	***Accuracy*** *Describe how the AVS will operate correctly and accurately in a polling place that is exposed to adverse environmental conditions (e.g. heat, cold, damp, dry, etc.).* **Vendor Response:**
126	***Accuracy*** *Does the AVS store tabulation of votes, ballot by ballot, in more than one memory location? Can the multiple memory sources be electronically compared throughout the election and generate an error notification when differences are detected? Please describe.* **Vendor Response:**
127	***Accuracy*** *Describe how the AVS accurately handles the following election/ballot situations:* ▪ *accommodating more than one election (and ballot style) on a single voting device (e.g. multiple party primaries or a state election and a municipal election that are conducted simultaneously) and storing and presenting to the voter any ballot style in use in that jurisdiction* ▪ *tabulating votes cast in split precincts, where all voters residing in one precinct are not voting the same ballot style* ▪ *tabulating votes cast in combined precincts, where more than one precinct is voting at the same location on either the same ballot style or a different ballot style* ▪ *accommodating multi-member districts, where votes are cast for more than one candidate for a single office (e.g. "Vote for two")* ▪ *recording the selection and non-selection of individual vote choices for each contest and ballot measure* ▪ *storing and tabulating the same number of write-in spaces as the number of votes allowed for a particular office*
128	***Accuracy (Error Rates)*** *Describe how the AVS complies with the error rate standards established under section 3.2.1 of the 2002 Federal Election Commission Voting Systems Standards.* **Vendor Response:**

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129	***Reliability and Durability (Test Results)*** *Describe the types of durability tests that have been performed on the AVS (e.g. impact, temperature, spills) and the results of such tests.* **Vendor Response:**
130	***Reliability and Durability (Life Expectancy)*** *Describe the usable life expectancy of the AVS (excluding memory cards) and provide the mean time between failure of all devices and components. Also, specifically reference the following:* ▪ *how the battery life cycle compares with that of the device itself* ▪ *what protects the unit from battery leakage* ▪ *the durability of the touch screen, if applicable, including the number of touches it will accept before degradation and the manner and frequency for cleaning the touch screen* ▪ *the durability of the physical connections to the device* ▪ *the durability of the movable parts (e.g. hinges, latches, etc.)* ▪ *what components require calibration and with what frequency* **Vendor Response:**
131	***Reliability and Durability (Memory Cards)*** *Identify life expectancy and anticipated failure rate of memory cards (if applicable), and describe how the Vendor will address those failures. If there are failures that will not be covered under the Vendor's proposal, identify those failures and what steps are required for the user to address them.* **Vendor Response:**
132	***Reliability and Durability (Transportation)*** *Describe the conditions or procedures that must be used when handling and transporting (in all weather conditions) any voting equipment. Describe how the AVS has been designed to provide stability and to withstand frequent loading and unloading, stacking, assembling, disassembling and heavy use, without damage to its internal components or circuitry.* **Vendor Response:**
133	***Reliability and Durability (Storage)*** *Describe the storage requirements for the AVS, including reference to the following:* ▪ *environmental conditions required to maintain optimum reliability* ▪ *number of units that can be stacked on each other without damaging the devices* ▪ *whether there are interlocking storage cases or racks that are included or recommended and available* ▪ *all recommended steps to be completed before storing the devices* **Vendor Response:**
134	***Reliability and Durability (Storage)*** *Describe the actions that must be taken during storage to maintain the life of the battery, the ink, the paper or any other consumables. Describe whether the proposed paper and/or technology (ink, toner, battery, etc.) require removal or special treatment or handling during storage or disposal. Is there a method of monitoring or testing the battery while in storage?*

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	Vendor Response:
135	***Reliability and Durability (Storage)*** *If devices are powered during storage, describe how much heat each device produces.* **Vendor Response:**
136	***Delivery, Installation and Acceptance Testing Plan*** *Provide a general description of your approach to delivery, installation and acceptance testing.* **Vendor Response:**
137	***Delivery, Installation*** *Describe in detail the Vendor's plan for delivery, unloading, installation (if required), municipal acceptance, and removal of shipping materials, for all equipment, software and necessary components.* **Vendor Response:**
138	***Delivery, Installation*** *How will the Vendor complete the delivery plan in accordance with the timeline dates listed in Section 3.* **Vendor Response:**
139	***Delivery, Installation*** *How will the Vendor track delivery of all equipment and software and communicate this to the Department?* **Vendor Response:**
140	***AVS System Testing/Acceptance (Department)*** *Provide a general description of how the Vendor will support the Department's need to confirm that all components of the AVS hardware and software meet all agreed functional requirements.* **Vendor Response:**
141	***AVS System Testing/Acceptance (Department)*** *Explain the Vendor's recommendation for the Department to test the AVS to ensure that it meets all agreed requirements. Include reference to the following if applicable:* ▪ *Overall system testing including operational scenarios* ▪ *Integration testing with other equipment if required* ▪ *Performance testing* ▪ *Stress testing* ▪ *User acceptance testing* **Vendor Response:**

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142	***AVS System Testing/Acceptance (Department)*** *Define the Vendor's Testing/Acceptance approach and set of activities, including:* ▪ *how the acceptance testing program confirms the Vendor has met all deliverable requirements in the resulting contract* ▪ *what test scenarios and scripts are used and how and where they are employed* ▪ *what risks are involved and/or issues that have been experienced in past state programs* ▪ *the assessment by the Vendor of the likelihood and impact of the identified risks* ▪ *the proposed risk mitigation strategies addressing those identified risks* ▪ *the plan for pre-election and post-election testing and audits* ▪ *how State and municipal election officials will be involved* **Vendor Response:**
143	***AVS System Testing/Acceptance (Municipality)*** *How will the Vendor support the acceptance testing jointly between the Vendor and the municipalities? Include reference to the following if applicable:* ▪ *Hardware testing* ▪ *Functional testing* o *logic and accuracy testing* o *Interoperability with optical scan tabulator* o *structured test to demonstrate accurate tabulation of votes* ▪ *Municipal acceptance sign-off on test results* **Vendor Response:**
144	***Training*** *How will the Vendor provide the training and outreach consistent with the Department's needs identified in Section 3?* **Vendor Response:**
145	***Training*** *Describe the timing and the quantity of resources that the Vendor proposes to commit to the training effort.* **Vendor Response:**
146	***Training*** *How will the Vendor train election officials to appropriately provide guidance, if required, to individuals with the full range of disabilities wishing to use the AVS to vote privately and independently?* **Vendor Response:**
147	***Training*** *How will the Vendor provide technical training and end user training for both the municipalities and the Department that will address the varying levels of staff technical competency?* **Vendor Response:**

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148	***Training*** *Describe the proposed agenda content and time required to successfully train municipal users in all administrative functions necessary to conduct an election using the AVS, including all pre-election, Election Day, and post election activities.* **Vendor Response:**
149	***Training*** *How will the Vendor coordinate training and distribution of training materials with the Department's timeline requirements, proposed equipment delivery schedules, and throughout all regions of Maine?* **Vendor Response:**
150	***Training*** *Explain how the Vendor's training approach will assure that the Department will have the material resources and expertise to be self sufficient in conducting future training (after initial implementation). The Vendor must provide one sample training handbook for evaluation. This handbook must be placed in an appendix to the proposal and marked as such.* **Vendor Response:**
151	***Training & Documentation*** *Please describe the Vendor's plan for providing all necessary documentation for the AVS installation, use, administration and support. Include specific reference to the following (samples may be attached to vendor response):* ▪ *User documentation* ▪ *Installation documentation* ▪ *Training documentation* ▪ *System documentation* ▪ *Election administration documentation* ▪ *Troubleshooting documentation* ▪ *Other documentation as required* **Vendor Response:**
152	***Training & Documentation*** *Describe the extent to which all AVS Training and other documentation will be made available in hardcopy and online.* **Vendor Response:**
153	***Training & Documentation*** *Describe how the Vendor's proposed training plan will at a minimum include the following:* ▪ *Programming the AVS (including ballot programming)* ▪ *Setting up and testing the AVS* ▪ *Election Day operations from the opening to the closing of the polls* ▪ *Troubleshooting to solve temporary problems* ▪ *Hot points for system errors* ▪ *Safeguards to prevent and detect tampering*

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	▪ *How and when to place service calls* ▪ *Taking a malfunctioning piece of equipment out of service* **Vendor Response:**
154	***Training & Documentation*** *Describe how the Vendor will provide to election administrators in each jurisdiction a training video on the preparation, set up and use of the AVS. Describe how the vendor intends to make the video available (DVD, CD or VHS) in coordination with the Department's implementation schedule.* **Vendor Response:**
155	***Voter Education & Outreach*** *Describe how the Vendor will provide materials suitable for voter education programs. All materials shall be provided in formats that are accessible to individuals with a wide range of disabilities. Any video shall be closed-captioned and audio described.* **Vendor Response:**
156	***Licensing*** *Describe all software licenses provided with the AVS, including but not limited to all operating system software/control programs, voting application software, third party software, and election management and ballot programming tools. If any software is required but not provided, describe.* **Vendor Response:**
157	***Licensing*** *For all licenses listed describe the duration of the license and any limitations on use, users, number and location of copies, environment required for operation; and any capacity/throughput limitations for a single instance of the environment.* **Vendor Response:**
158	***Warranty*** *Describe, itemize and list the duration of the Vendor's warranty on all parts, labor, and equipment included in the AVS. The warranty shall, at a minimum, meet the requirements stated in Section 3.2.8 and Section 4.12.* **Vendor Response:**
159	***Warranty*** *Describe, itemize and list the duration of the Vendor's warranty on firmware and software included in the AVS. The warranty shall, at a minimum, meet the requirements stated in Section 3.2.8 and Section 4.12.* **Vendor Response:**
160	***Warranty*** *Describe how the Vendor will provide all hardware and software patches to repair defects in the AVS*

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	components at no charge to the using entity throughout the term of this contract and the duration of the warranty. **Vendor Response:**
161	***Warranty*** *Describe how the Vendor will provide reliable delivery of any AVS components requiring replacement under the contract, and how those delivery methods will allow the Vendor to meet required repair and replacement response times, including election day response times.* **Vendor Response:**
162	***Warranty (Maintenance and Support)*** *Describe how the Vendor will provide support within the maximum response and resolution timeframes detailed in Section 3.2.8 during the warranty period.* **Vendor Response:**
163	***Support (Post Warranty Maintenance and Support Extension Options)*** *Describe how the Vendor will provide maintenance and support in compliance with the AVS Support Criteria detailed in Section 3.2.8 during each of the post warranty maintenance and support extension option periods. The Vendor must provide sufficient detail for the Department to understand what is covered in these options and must specify any items excluded.* **Vendor Response:**
164	***Support (Issue Tracking and Reporting)*** *In addition to receiving reports of AVS failure, the Department anticipates the help desk will receive other user comments, suggestions and complaints. Describe how the Vendor will track all comments, suggestions and complaints and will present that information to the Department in an ongoing and organized manner.* **Vendor Response:**
165	***Support (Issue Tracking and Reporting)*** *How will the Vendor provide the Department with real time information on the status and disposition of all help desk tickets, as well as periodic analysis of that information to highlight common issues and to assure conformance with the AVS Support Criteria defined in Section 3.2.8?* **Vendor Response:**
166	***Support (Service Parts and Components)*** *Describe how the Vendor will maintain a reasonable supply of spare parts and components necessary to repair malfunctioning equipment and return it to service on election day.* **Vendor Response:**
167	***Support (Logistics)*** *Describe how the Vendor will have the logistics in place (cellular telephones or other means of real*

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	time communication on election day) so that service technicians may be dispatched to polling locations that are experiencing system problems. **Vendor Response:**
168	***Support (AVS Adaptive Maintenance)*** *Describe how the Vendor will ensure that application performance is not adversely affected by upgrades of any point in the system (hardware or software) -- including upgrades to interfacing applications, new applications or packages, and technical environment changes. Specifically address how upgrade management will occur for:* ▪ *Upgrades of operating software* ▪ *New / changed Third-party software* ▪ *New / changed equipment* ▪ *New version of System software* ▪ *System CPU utilization requirement changes* **Vendor Response:**
169	***Support (AVS Preventative Maintenance)*** *Describe how the Vendor will provide Preventative Maintenance for the AVS, keeping it fully operational for the Department and all municipalities. Specifically address how the Vendor will provide continuing/phased maintenance and preventative testing necessary for handling new events and any resulting maintenance. Include specific reference to the following:* ▪ *Schedule (covering time and usage) for preventive maintenance and life cycle component replacement, and whether any maintenance can be subcontracted* ▪ *Monitoring replacement of consumables* ▪ *Changing business volumes* ▪ *Special testing for approaching events, such as:* o *Upcoming elections* o *First time election types (i.e. candidate, referendum, at large, ranked voting)* o *End of calendar year* o *Daylight savings* **Vendor Response:**
170	***Support (AVS Corrective Maintenance)*** *Describe how the Vendor will repair defects to correct an AVS problem, and how such repairs will assure the full recovery of the application(s) and all associated files, programming, and configuration including, but not limited to:* ▪ *Databases* ▪ *Firmware* ▪ *Printed reports* ▪ *Interface files* ▪ *External interfaces* **Vendor Response:**
171	***Support (Software Releases)*** *Describe how software releases for the AVS are planned, scheduled and implemented. Include*

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	specific reference to the following: ▪ *What types (maintenance, enhancement, other) of releases are planned?* ▪ *What is the historical (past 3 years) and expected frequency of each type of new release?* ▪ *What is the version of the current release?* ▪ *How is the content of future releases determined?* ▪ *How is the content of a release communicated to the client?* ▪ *Do government clients have input through a users' group or some other mechanism?* ▪ *Are enhancements made for specific clients included in future releases?* ▪ *What resources, planning, and technical skills are required to install a release of each type?* ▪ *Can components of a release be applied individually or by module without adversely affecting the overall functionality of the system?* ▪ *Do configuration settings carry forward from one release to the next or must they be reinstalled?* ▪ *Do patches carry forward from one release to the next, or must they be reinstalled?* ▪ *How long is a release supported?* **Vendor Response:**
172	***Support (Application Release Packaging)*** *Describe how the Vendor will package software changes into suitable releases. Software version control, both electronic and manual, must be included. Regularity of releases could vary depending upon size and urgency of individual changes compared to the current risk. The Vendor must develop an ongoing process for the implementation of a rolling application release timetable (with associated variation mechanism). The ongoing process and the initial rolling timetable for each application must be approved by the Department.* **Vendor Response:**
173	***Support (Application Release Packaging)*** *The Vendor must provide information in its proposal and support agreement regarding how changes in election law (Federal or State) that affect the system will be accommodated.* **Vendor Response:**
174	***Support (Capabilities)*** *The Department expects the delivery of all products and services necessary to fully implement and utilize the AVS for an election. However, the Department or municipalities may wish to contract for additional support services not covered in the contract. Describe the Vendor's capabilities and capacity for providing additional support services, including but not limited to the following:* ▪ *Additional Trainers* ▪ *Application Development* ▪ *Transportation/Logistics* ▪ *Election Ballot Configuration* ▪ *Other* **Vendor Response:** (*Do not include in Vendor response to this question the associated cost information. That information should be included in the fixed rate schedule in Appendix B.)*
175	***Support (Service Life)***

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	The Department expects all components of the AVS to be fully warranted as stated in Section 4. However, the Department may need post-warranty maintenance for each piece of equipment and software. How long will the Vendor maintain an inventory of all equipment, including parts, and software provided under this contract for replacement purposes when originally-supplied equipment or software fails? **Vendor Response:**
176	***Support (Maintenance Staff and Logistics)*** *Describe how the Vendor, to cover all warranty and support services, will assure the availability of staff who are well trained and experienced in the maintenance and repair of the AVS, and who are capable of repairing and replacing malfunctioning equipment in the polling place.* **Vendor Response:**
177	***Support (Disaster Recovery and Business Continuity)*** *The Department requires that all aspects of the AVS solution (including, but not limited to, all voting systems, all election management tools, and any other single point of failure) are properly configured, backed up and managed to allow for full and rapid disaster recovery. Provide a general description of the Vendor's overall disaster recovery solution.* **Vendor Response:**
178	***Support (Disaster Recovery and Business Continuity)*** *How will the Vendor provide back-up server(s), as required, and ensure the most fail-safe methods to handle power failure or telecommunications failure. The Vendor must provide a solution that will address the issues of redundancy, thus ensuring the continuity of critical functions of the system.* **Vendor Response:**
179	***Support (Disaster Recovery and Business Continuity)*** *How will the Vendor provide contingency planning and disaster recovery procedures specific to an election event (detail the procedures to follow before, during and after any event). The Vendor's response must address the issues of election recovery considering all aspects of voting, tabulation accuracy and the ability to perform a full audit.* **Vendor Response:**
180	***Support (Disaster Recovery and Business Continuity)*** *If the AVS has a single point of failure, describe how the Vendor will provide for annual testing, at a minimum, of all aspects of the AVS equipment defined in the disaster recovery plan and provide test results within thirty (30) days of receipt to the Department.* **Vendor Response:**
181	***Support (Disaster Recovery and Business Continuity)*** *If the Vendor's Disaster Recovery solution includes use of a "warm" site, the Vendor must list all aspects of hardware and software necessary to use the site. The Vendor may use the State's warm site, defined in Appendix G. If the solution will use the State's warm site, describe any hardware,*

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	software, or site support utilization that is not provided by the Vendor with sufficient detail to allow the Department to understand the costs it will incur. **Vendor Response:**
182	***Support (Product Management and Reporting)*** *Describe how the Vendor will provide the Department with full visibility into the planned product development calendar, including:* ▪ *Anticipated or scheduled events (including but not limited to all enhancements, bug fixes, engineering redesign, any other changes or any component/product discontinuation)* ▪ *Release or change effective dates* **Vendor Response:**
183	***Issue Reporting and Complaint Resolution*** *Describe the Vendor's plan to inform the Department of any hardware or software system error/problem occurring in any jurisdiction outside of Maine in which the AVS or similar Vendor components are being used. Include in the description how the Vendor will:* ▪ *consolidate all help desk tickets and complaint tracking information across states and jurisdictions, and disclose and disseminate issues of common concern* ▪ *present the Department with the full analysis of errors identified, including their root cause and the proposed remedy* **Vendor Response:**
184	***Implementation Schedule (Proof of Concept Pilot)*** *Describe the Vendor's ability to conduct a Proof of Concept Pilot in a single municipality for the June 13, 2006 primary elections. Include the minimum amount of lead time necessary to conduct such a pilot and describe all tasks required of the Vendor, the Department and the municipality.* **Vendor Response:**
185	***Implementation Schedule (2006 General Election))*** *Given the short timeframe involved with this project, describe how the Vendor will meet the project implementation timelines/deadlines (i.e. full deployment, training, and setup of the AVS for the November 7, 2006 General Election.) If an interim solution or implementation strategy will be needed to bridge the gap between the 2006 project deadlines and the full implementation of the permanent solution, that need must be clearly described by the Vendor.* **Vendor Response:**
186	***Project Management*** *Describe the Vendor's approach to Project Management - including planning, organizing, controlling and leading this project, and the commitment of a dedicated resource. Describe how the project manager fits within the Vendor's overall organizational structure.* **Vendor Response:**
187	***Project Management***

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	How will the Vendor provide brief written weekly summaries of progress including: ▪ *an outline of the work accomplished during the reporting period* ▪ *an outline of work to be accomplished during the subsequent reporting period* ▪ *a list of problems, real or anticipated, which should be brought to the attention of the Department project director* ▪ *notification to the Department of any significant deviation from previously agreed-upon work plans* **Vendor Response:**
188	***Project Work Plan*** *Provide a preliminary project work plan for the overall implementation of the AVS statewide, consistent with the Department's requirements and the Vendor's proposed solution. Describe how the Vendor will submit to the Department for approval a final project work plan within one month following execution of the contract. These plans should at a minimum include:* ▪ *Task set* ▪ *Deliverables* ▪ *Resource loading (Vendor, Department, Municipal and other)* ▪ *Timelines* **Vendor Response:** (Preliminary Plan must be attached)
189	***Implementation Plan (Municipal Equipment)*** *Provide a sample plan (i.e. Gantt chart) defining the strategy for implementation of the AVS in a given municipality. The plan should include all required activities that need to occur for a single municipality to be fully capable of utilizing the AVS for an election. The plan submitted should also coincide with the Department's overall implementation deadlines and with Training or any other schedules detailed in the Vendor's response.* **Vendor Response:** (Sample Plan must be attached)
190	***Staffing*** *The Department anticipates that the delivery of products and services resulting from this RFP will require the Vendor to have staff working remotely and in the State of Maine at varying times during the contract. Describe the Vendor's plans for supporting the State of Maine's contract requirements. Include a description of the organization of staffing (roles, responsibilities, organization chart) and the location of staffing.* **Vendor Response:**